

# MEMORANDUM

## PLACER COUNTY VETERANS SERVICE OFFICE

**TO:** Honorable Board of Supervisors  
**FROM:** Jonn Melrose, Veterans Service Officer  
**DATE:** October 22, 2013  
**SUBJECT:** California Department of Veterans Affairs Special Certificate of Compliance

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### **ACTION REQUESTED**

Authorize the Chairman to sign the California Department of Veterans Affairs (CalVet) Special Certificate of Compliance in order to receive up to \$124,910 in one time State funding for the County Veterans Service Office.

### **BACKGROUND**

County Veterans Service Officers are the local point of contact through which military veterans and their families negotiate the complex benefits claim process of the U.S. Department of Veterans Affairs (VA). The Placer County Veterans Service Office receives only 15% of its ongoing funding, or \$85,000 annually, from the State. The remainder is supported by the County General Fund.

In the Budget Act of 2013, the State provided a one-time increase in funding to County Veterans Service Offices statewide. Placer County's FY 2013-14 Final Budget includes \$124,910 in this one time revenue. In order to receive this funding, the California Department of Veterans Affairs (CalVet) recently required each County to certify by October 25, 2013, that it will be used for certain purposes, will not supplant existing County support to its County Veterans Service Office, and that FY 2013-14 local funding will be maintained at the prior year level. Placer County's FY 2013-14 Final Budget included an additional \$9,668 in General Fund net county cost for the County Veterans Service Office in order to remain at the FY 2012-13 level and receive this funding.

Placer County is home to 30,000 veterans. The Placer County Veterans Service Office plans to use this one time revenue for one time purposes in accordance with the CalVet/CVSO Best Practices Manual. Plans include increased outreach, additional workload capacity through temporary help, and expanding service offerings through innovative use of technology.

### **FISCAL IMPACT**

No impact. The FY 2013-14 Final Budget for the Veterans Service Office includes this one-time funding, in addition to an increase of \$9,668 General Fund support in order to maintain net county cost at the prior year level as required.

Attached: Certificate of Compliance

**CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS (CalVet)**

**SPECIAL CERTIFICATE OF COMPLIANCE**

**FISCAL YEAR 2013/2014**

Placer County COUNTY

ONE TIME FUNDING SUBVENTION PROGRAM

Charge:

One-time contribution to counties toward expenses of their County Veterans Service Office (CVSO) per Provisional Language for line item 8955-101-0001 of the Budget Act of 2013; a state General Fund expenditure.

County Certification:

I certify that Placer County County has appointed a veteran to serve as the County Veterans Service Officer according to California Code of Regulations Title 12, Subchapter 4. This County Veterans Service Officer will administer the aid provided for in Military and Veterans Code Division 4, Chapter 5.

I certify that the County Veteran Service Officer will assist every veteran of the United States, as well as their dependents and survivors, in presenting and pursuing such claim as they may have against the United States. The County Veterans Service Officer and all accredited staff will also assist in establishing veterans, dependents and survivors' rights to any privilege, preference, care or compensation provided for by the laws and regulations of the United States, the State of California, or any local jurisdiction.

I agree that this county, through the CVSO, will maintain annual records for audit. These records will be maintained until the final allocation of funds for the subject fiscal year is issued by CalVet. We will also submit reports in accordance with the procedures and timelines established by CalVet. The County Veterans Service Officer will permit CalVet representatives to inspect all facilities and records.

I certify that this county will meet the following requirements to receive these funds:

- To maintain fiscal year 2013-14 local CVSO funding at or above the levels locally appropriated in fiscal year 2012-13; and
- That these funds shall not be used to supplant existing county funding for CVSO operations and shall only be used to enhance those services

I certify that these funds will be used in the following area from the CalVet/CVSO Best Practices Manual:

- 1) Adding New CVSO Staffing
  - a. We will be adding Temporary Office Assistants to our office as needed to help with general office duties. These Assistant's will handle phone inquiries, direct walk-in claimants and complete routine office tasks, such as data entry.
- 2) Increase Service Offerings
  - a. As part of the Kiosk Plan, we would purchase computers and associated hardware to support that program.
  - b. With more people in the office, we would be able to create a larger presence in the community. We will staff several events at local colleges, and make ourselves more available to other community organizations.
- 3) Outreach Materials
  - a. We will fund a significant amount of printing of flyers representing this office.
    - i. Flyers will be generic enough to be used for several years
  - b. We will be producing "how to" videos and link them to our web site to guide veterans and their families through the VA process.
  - c. We are redesigning our website to better reach our younger more tech savvy veterans while providing our older veterans with better access to our services
- 4) Kiosk Plan
  - a. Develop a stand-alone Kiosk for placement in more rural areas of the county.
    - i. Kiosk would most likely be installed in county buildings such as the Library or Veteran Memorial Halls
    - ii. Computer will be touch screen with very limited access to VA centric web sites such as MyHealthyVet (VA Hospital), E-benefits (VA Regional Office), Placer County Network of Care and Placer County Veteran Services.
    - iii. Access to the internet would be via an air card.
    - iv. Would allow Skype or other video conferencing abilities by appointment with Placer County Veteran Services.

I agree that this county, through the CVSO, will collect and report metrics related to the implementation of this program.

I acknowledge that these funds are one-time funds and may not be available in future fiscal years.

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Chair, County Board of Supervisors  
  
(or other County Official authorized  
by the Board to act on their behalf)

\_\_\_\_\_  
Date